

Our Reference

HM\ North East & North
Cumbria ICB\ FOI ICB294

NECS - Riverside House
Goldcrest Way
Newburn Riverside
Newcastle upon Tyne
NE15 8NY

Your Reference

03 April 2023

Tel: (0191) 217 2625
E-mail: Necsu.icbfoi@nhs.net

Freedom of Information Act 2000 - Request for Information – NHS North East & North Cumbria Integrated Care Board (ICB)

Thank you for your request received by North of England Commissioning Support (NECS) on 23 March 2023 for information held by NHS North East and North Cumbria Integrated Care Board (NENC ICB) under the provisions of the Freedom of Information Act 2000.

For information Clinical Commissioning Groups ceased to exist on 30 June 2022. Services that were previously delivered by the CCG are now being delivered by the successor organisation NHS North East and North Cumbria (ICB).

Details of Request

Dear North East and North Cumbria Integrated Care System,

Do you use any applications or tools to communicate with your patients digitally?

I am interested in all aspects of patient communication, but particularly:

- Pre- and post-operative communication
- eConsent
- Outpatients
- Patient engagement at home
- Patient satisfaction

Please advise of

- the individual(s) (name and/or job title) with responsibility for developing digital communications with patients.
- the suppliers presently providing such software solutions and contract values

- the contract award date and renewal date for such services

Reply

As your request relates to information and services not within the ICB itself but delivered by provider members of the NENC Integrated Care System (ICS), as such the FoI needs to be redirected to the healthcare providers across the region.

County Durham & Darlington NHS Foundation Trust – cdda-tr.cddftfoi@nhs.net

Tees, Esk & Wear Valley NHS Trust – tewv.ftmembership@nhs.net

South Tees Hospitals NHS Foundation Trust – foi@stees.nhs.uk

Northumbria Healthcare NHS Foundation Trust – foi@northumbria.nhs.uk

Gateshead Health NHS Foundation Trust – ghnt.foi.enquiries@nhs.net

Newcastle Upon Tyne Hospitals NHS Foundation Trust –

nuth.freedom.information@nhs.net

Cumbria, Northumberland, Tyne & Wear NHS Foundation Trust – foi@ntw.nhs.uk

North Tees & Hartlepool NHS Foundation Trust – foi@nth.nhs.uk

South Tyneside and Sunderland NHS Foundation Trust –

Stsft.freedomofinformation@nhs.net

North Cumbria Integrated Care Foundation NHS Trust – FOIRequests@ncic.nhs.uk

If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me on the above telephone number or at the above address.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to the Senior Governance Manager using the contact details at the top of this letter quoting the appropriate reference number.

If you are not content with the outcome your complaint, you may apply directly to the Information Commissioner for a decision. Generally, the Information Commissioner cannot make a decision unless you have exhausted the complaints procedure provided by The North of England Commissioning Support Unit.

The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

www.ico.gov.uk

Any information we provide following your request under the Freedom of Information Act will not confer an automatic right for you to re-use that information, for example to publish it. If you wish to re-use the information that we provide and you do not specify this in your initial application for information then you must make a further request for its re-use as per the Re-Use of Public Sector Information Regulations 2015 www.legislation.gov.uk . This will not affect your initial information request.

Yours sincerely

Hilary Murphy

Hilary Murphy
Information Governance Officer